UTAH E-GOVERNMENT STRATEGIC PLAN

December 2007 Update

The Utah e-Government Strategic Plan was published in December 2007. The plan had a two-year horizon. This one-year update provides details concerning accomplishments during the 2007 calendar year as well as plan modifications and goals for 2008.

GROWTH IN ONLINE INTERACTIVE SERVICES

To support enhanced search capabilities for Utah.gov services, a services database was created in 2007. Over 150 State services have been added to the database since the plan was drafted a year ago. In addition, the services search provides access to approximately 300 local and federal government services. This growth surpasses the planned goal of 50 services per year. In addition, many new services are in development, including:

- Online Payments for the EASY Program
- Electronic Lien Release (Tax Commission)
- Drivers License Search
- Utah Highway Patrol Trucks and Buses Safety Inspection
- USTAR Find a Researcher
- USTAR Interactive Business Calendar
- USTAR Find an Idea
- Brady Bill Gun Check
- Boating Database
- UCI Catalog and Shopping Cart
- Dedicated Hunter Registration

Utah.gov has partnered with other federal and local agencies to improve overall online government service in the state. Currently, work is underway with the Utah League of Cities and Towns, the Utah Educational Network, and State Institutional and Trust Lands (SITLA) to improve their Web-based presence.

In 2008, Utah.gov will increase the number of local and federal services available through the services search by 100, and the number of State services by 50 or more.

MEASURING E-GOVERNMENT

During 2007, several new tools were implemented to enhance the State's ability to track activity on Utah.gov.

- Google Analytics was implemented to monitor the success of the State portal.
- Regular tracking of Utah.gov with Alexa and Compete.com was begun.
- The Adoption Rate Tracking tool was initiated.
- An Online Services Feedback form became available.

In 2008, the State will continue to improve adoption rate tracking, increase the number of services being monitored, and improve responsiveness and the quality of its services. In early in 2008 it is anticipated that there will be a month with over 1,000,000 *unique* visitors for the first time on Utah.gov.

New Features Added to Utah.gov in 2007

- New Utah.gov search engine added to every Utah.gov site.
- Utah GovCast; a central multimedia portal for the State of Utah.
- Enhanced "What's New" database and RSS feeds.

Potential Statewide eGov Initiatives for 2008
(as prioritized by the Product Management Council; first 17 on a list of 29):

1. Public Meeting Notice
2. Forms.utah.gov
3. Improved Maps Portal
4. Events Registration
5. Subscription Portal
6. Kids.utah.gov
7. E11 Directory
8. SMS/Common Shortcodes
9. Statewide Calendar
10. Translations
11. Multimedia Portal 2.0
12. My.utah.gov
13. Utah Events Timeline
14. Fluid Screen Design
15. Utah.gov Photo Gallery
16. Utah Shopping Portal
17. Utah History Timeline

Focus on Customer Service
Utah once again received a first-place recognition from the Government Customer Service Excellence (GCSE) Awards program. The State will continue to analyze citizen use patterns to improve the way that services are presented.

Technical Architecture
The State's technical architecture will evolve to support the business objectives of State agencies and the way they do business with customers online.

Utah expects to support increased use of service-oriented architecture that will create new opportunities to interact with government. For example, the Validate online service will be presented as a Web service which will allow financial institutions to create and define their own system interfaces with the service. The Department of Public Safety will enhance government to government services with the implementation of a new enterprise service bus that will significantly improve interactions with local and federal law enforcement agencies.